MEDICAID
PROVIDER MANUAL
UPDATE

TO: All Providers of Prosthetic Devices participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid recipients, and all holders of the *Prosthetic Device* Provider Manual

UPDATE: PD-02-04

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 10/1/2004

SUBJECT: Update to Second Edition of the *Prosthetic Device* Provider Manual

The purpose of this memorandum is to notify you of changes to your provider manual. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table.

The amendments to Chapter II: (i) update the chapter Table of Contents; and (ii) update the provider enrollment information.

The amendments to Chapter IV: (i) include a reference to the DMAS-4000; and (ii) updates information regarding recipient Medicaid cards.

The amendments to Chapter V: (i) update information regarding the preauthorization process; (ii) states that, since the implementation of the Virginia Medicaid Management Information System, DMAS no longer sends prior authorization to providers, and instructs providers that information regarding whether a preauthorization request has been approved or denied is available through the Automated Response System.

The amendments to Chapter VI: (i) updates billing information; and (ii) includes a reformatted copy of the DMAS-3 and instructions.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is http://virginia.fhsc.com. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.

Attachment (1)

PROSTHETIC DEVICE REVISION CHART
October 1, 2004

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Entire Chapter		Entire Chapter	10/1/04
Chapter IV	Entire Chapter		Entire Chapter	10/1/04
Chapter V	Entire Chapter		Entire Chapter	10/1/04
Chapter VI	Table of Contents, pages 1, 5, 6, 13, 23 and pages 9 and 10 of the "Exhibits" section		Table of Contents, pages 1, 5, 6, 13, 23 and pages 9 and 10 of the "Exhibits" section	10/1/04

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Chapter	New Chapter	
Chapter IV	Old Chapter	New Chapter	
Chapter V	Old Chapter	New Chapter	
Chapter VI	Old Table of Contents, pages 1, 5, 6, 13, 23 and pages 9 and 10 of the "Exhibits" section	New Table of Contents, pages 1, 5, 6, 13, 23 and pages 9 and 10 of the "Exhibits" section	